

HW Reference: 20180620R  
 Time & Duration of Visit:  
 Number of people engaged with:  
 Managers name: John Weldrick

## Willowgarth Care Home

Date of first visit: 20<sup>th</sup> June 2018

Date of publication:

Date of re-visit: 4<sup>th</sup> November 2019

HWERY Representative: Emma Pullan & Steve Mottershaw

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

### Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Willowgarth Care Home within approximately the last twelve months. From the visit Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

| COMPLETE   | PROGRESS HAS BEEN MADE | NOT STARTED |
|--|------------------------|-------------|
| Recommendation   |                        | Progress    |
| The 'gated' entrance to the garden/allotment areas should be made secure or removed to avoid it potentially falling and causing injury |                        |             |
| Manager to create a platform for staff to be able to give ideas and provide feedback   |                        |             |

### Summary of Key Findings & Progress towards Recommendations

The home has introduced a suggestion box for staff, relatives and residents. During a resident meeting, residents requested a coffee shop setting within the house. We observed this in use during the visit. The gated entrance to the garden/allotment area is secure.

### Impact and Additional Observations

Since the original visit, feedback sheets have been introduced for external staff working with residents. We were shown some feedback which was all positive. There are now monthly internal inspections and weekly medication inspections carried out by the owners of the company. Management are happy this change and the support it provides. There are plans to add further facilities in the home, including a cinema, gym and sauna and an outdoor mini gold course. The home held their annual festival 'Willowfest' again in the summer and is planning on a fireworks display for the 5<sup>th</sup> November. Residents have been given the opportunity to take part in activities outside of the home such as camping during the summer and trips to Hull Fair. We observed residents in communal areas. One resident told us that she enjoyed living at the home. We were invited to see how more independent residents lived in the separate cottages, one lady who will be moving on to live independently in the community told us that she was grateful for the support she had received at Willowgarth.

Signed: *E Pullan*

Date: 29/11/2019